



**Health**

Hunter New England  
Local Health District

# HNELHD Update: Effective Service Delivery for People with an Intellectual Disability

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# Hunter New England LHD



- Metropolitan / regional / rural
- Provides services to ~850000 people
- Excellence. Every patient. Every Time.
- CORE Values
- NDIS Launch Site



# HNELHD Disability Action Plan 2012 - 2015



- Principles:

- Equity
- Inclusion
- Participation
- Access
- Accountability

- Priorities:

- Remove barriers
- Accessible information
- Accessible facilities
- Encourage participation in consultations / advisory committees
- Employment opportunities





- Compared to the general population, people with intellectual disabilities have:
  - Poorer health outcomes
  - Poorer healthcare system experiences.
- So, how are we doing in HNE Health?



- Current initiatives:
  - Tools & tactics of Excellence
  - Adapting to the changing landscape of disability services
  - Patient and family centred care initiatives
  - Clinical specialist multidisciplinary healthcare teams that work in partnership with families
  - Family advisory council
  - Accessible facilities & services

# Achieving effective service delivery



- Further considerations:
  - Improving understanding of ID by health staff
  - Case management / care planning
  - Accessible information / visual aides
  - Opportunistic needs assessments and linkages
  - Communication, interagency partnerships and transition
  - Accurate data
  - Best practice models of care for supporting people with ID